

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Declaration and Power of Attorney

As the below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled "**Improved Estimation of Expected Value for Remaining Work Time for Contact Center Agents**" the specification of which is attached hereto.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by an amendment, if any, specifically referred to in this oath or declaration.

I acknowledge the duty to disclose all information known to me which is material to patentability as defined in Title 37, Code of Federal Regulations, 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

None

I hereby claim the benefit under Title 35, United States Code, 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, 112, I acknowledge the duty to disclose all information known to me to be material to patentability as defined in Title 37, Code of Federal Regulations, 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

None

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Case No. 502072-A-01-US (Erhart)
Attorney Docket No. 5330-155US

I hereby appoint the following attorney(s) with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith:

Brian K. Dinicola	(Reg. No. 36,122)
Paul Gardon	(Reg. No. 48,761)
David Volejnicek	(Reg. No. 29,355)

I hereby appoint the attorney(s) on ATTACHMENT A as associate attorney(s) in the aforementioned application, with full power solely to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected with the prosecution of said application. No other powers are granted to such associate attorney(s) and such associate attorney(s) are specifically denied any power of substitution or revocation.

Full name of 1st joint inventor: George W. Erhart

Inventor's
Signature



Date 9-29-03

Residence: 6820 Blacks Road SW, Pataskala, OH 43062 USA

Citizenship: USA

Post Office Address: 6820 Blacks Road SW, Pataskala, OH 43062 USA

Full name of 2nd joint inventor: Andrew D. Flockhart

Inventor's
Signature

Date _____

Residence: 1062 East 133rd Way, Thornton, CO 80241 USA

Citizenship: Great Britain

Post Office Address: 1062 East 133rd Way, Thornton, CO 80241 USA

Case No. 502072-A-01-US (Erhart)
Attorney Docket No. 5330-155US

I hereby appoint the following attorney(s) with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith:

Brian K. Dinicola	(Reg. No. 36,122)
Paul Gardon	(Reg. No. 48,761)
David Volejnicek	(Reg. No. 29,355)

I hereby appoint the attorney(s) on ATTACHMENT A as associate attorney(s) in the aforementioned application, with full power solely to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected with the prosecution of said application. No other powers are granted to such associate attorney(s) and such associate attorney(s) are specifically denied any power of substitution or revocation.

Full name of 1st joint inventor: George W. Erhart

Inventor's
Signature _____ Date _____

Residence: 6820 Blacks Road SW, Pataskala, OH 43062 USA

Citizenship: USA

Post Office Address: 6820 Blacks Road SW, Pataskala, OH 43062 USA

Full name of 2nd joint inventor: Andrew D. Flockhart

Inventor's
Signature Andrew D Flockhart Date 9/30/03

Residence: 1062 East 133rd Way, Thornton, CO 80241 USA

Citizenship: Great Britain

Post Office Address: 1062 East 133rd Way, Thornton, CO 80241 USA

Full name of 3rd joint inventor: Valentine C. Matula

Inventor's
Signature Valentine C Matula Date Sept 30, 2003

Residence: 3400 Grandview Road, Granville, OH 43023USA

Citizenship: USA

Post Office Address: 3400 Grandview Road, Granville, OH 43023 USA

Full name of 4th joint inventor: David Skiba

Inventor's
Signature _____ Date _____

Residence: 3111 Derby Road, Columbus, OH 43221 USA

Citizenship: USA

Post Office Address: 3111 Derby Road, Columbus, OH 43221 USA

Case No. 502072-A-01-US (Erhart)
Attorney Docket No. 5330-155US

Full name of 3rd joint inventor: Valentine C. Matula

Inventor's
Signature _____ Date _____

Residence: 3400 Grandview Road, Granville, OH 43023USA

Citizenship: USA

Post Office Address: 3400 Grandview Road, Granville, OH 43023 USA

Full name of 4th joint inventor: David Skiba

Inventor's
Signature  Date 9-29-03

Residence: 3111 Derby Road, Columbus, OH 43221 USA

Citizenship: USA

Post Office Address: 3111 Derby Road, Columbus, OH 43221 USA

ATTACHMENT A

Attorney/Patent Agent Names:

Richard C. Woodbridge	26,423	Lisa B. Lane	38,217
Stuart H. Nissim	33,541	Charles H. Lindrooth	20,659
Thomas J. Onka	42,053	Theodore Naccarella	33,023
Roy Rosser	53,533	Joseph F. Posillico	32,290
Len Smith	53,139	Mark D. Simpson	32,942
Jane E. Alexander	36,014	Joshua R. Slavitt	40,816
Robert F. Axenfeld	37,276	Marilou E. Watson	42,213
Alexis Barron	22,702	Stephen J. Weed	45,202
Gregory S. Bernabeo	44,032	Gene J. Yao	47,193
Peter J. Butch, III	32,203	Jonathan M. Dermott, Ph.D.	48,608
John A. Chionchio	40,954	Peter D. Mlynek, Ph.D.	47,802
Christopher P. Dahling	51,140	Brett T. Freeman	46,709
Stephen J. Driscoll	37,564	Gary A. Hecht	36,826
H. Eric Fischer	46,010	Joseph M. Imhof	41,863
Patrick J. Kelly, Ph.D.	34,638		

Telephone calls should be made to Synnestvedt Lechner & Woodbridge LLP at:

Phone No.: 609-924-3773

Fax No.: 609-924-1811

All written communications are to be addressed to:

Richard C. Woodbridge

Synnestvedt Lechner & Woodbridge LLP

P.O. Box 592

Princeton, NJ 08542